1. Which of the following is a common quality management tool to help ensure that your project is delivering quality and producing a desired outcome?

0 / 1 point

- ⦿ Cost-benefit analyses
- ⦿ Post-mortem reviews
- ○ Three-point estimating
- ○ Feedback surveys

⊗ Incorrect
  Please review the video on key quality management concepts ↗.

2. What term refers to the requirements and specifications that your product must meet in order to be considered successful by your stakeholders?

1 / 1 point

- ○ Quality assurance
- ⦿ Quality standards
- ○ Quality documentation
- ○ Quality management

⊘ Correct

3. Beta testing, internal checklists, and feedback surveys are all examples of what?

1 / 1 point

- ○ Quality control methods
- ○ Quality requirements
- ⦿ Quality assurance methods
- ○ Quality standards

⊘ Correct

4. There are two main categories of evaluation questions: Questions that ask how you can make improvements and questions that help you measure and compare outcomes. Which of the following questions intends to help you measure and compare?

0 / 1 point

- ○ Who is benefiting?

○ Which goals are being met?

○ What is working and what is not working?

○ What are the costs and benefits?

ⓧ Incorrect

Please review the video on creating evaluation questions ↗.

5. You are evaluating a customer experience initiative that you manage for an online clothing store. Which of the following evaluation indicators would answer this evaluation question: Are customers paying attention to our email newsletters?

1 / 1 point

○ Customers are 35% more likely to recommend your store to a friend.

○ Customers are 47% more likely to recommend your store to a friend.

○ The store has increased the advertising budget by 25%.

⦿ Customers redeem store coupons 25% more often.

✓ Correct

6. Your quality management plan for a product redesign project includes beta testing to preview new features. You ask beta test participants this question: "On a scale of 1 to 5 (where 1= "almost never" and 5= "all the time"), how often would you use this feature?" What type of survey question is this an example of?

1 / 1 point

○ A close-ended true/false question

○ A close-ended multiple choice question

⦿ A close-ended scaled question

○ An open-ended question

✓ Correct

7. You need to prepare an evaluation presentation for one of your project's senior stakeholders. Which of the following presentation styles would be most appropriate for your audience?

1 / 1 point

○ A slide-based presentation of evaluation methods and collected data.

○ A detailed write-up of evaluation methods and collected data.

○ A raw data report of survey feedback.

⦿ A one-page write-up of information relevant to their investment in the project.

✓ Correct

8. When should you hold a project retrospective? Select all that apply.   1 / 1 point

    ☑ At the end of a project

    ⊘ Correct

    ☐ Every week of the project
    ☐ After the project kickoff
    ☑ After a project milestone

    ⊘ Correct

9. As a project manager, you are leading a project retrospective. You are nervous your   0 / 1 point
    team might not participate. You start the meeting by discussing a mistake that
    delayed the project by a couple of days. What technique are you using to encourage
    participation in the retrospective?

    ○ Review the project
    ○ Pose a question each participant can answer
    ◉ Create a safe space
    ○ Model participation

    ⊗ Incorrect
        Please review the video about participation in retrospectives ↗.

10. As a project manager, you are leading a project retrospective. Some feedback is that   1 / 1 point
    the design feels detached from the visual direction of the app. You identify a follow-
    up item to invite the design lead to weekly meetings moving forward. What technique
    are you using to encourage team accountability in the retrospective?

    ○ Identify the team's role in creating a specific challenge
    ○ Detach the challenge from a specific team member
    ◉ Turn complaints into SMART action items
    ○ Come prepared with specific challenges to discuss

    ⊘ Correct